

July 12, 2019

FEDERAL COMMUNICATIONS COMMISSION

445 12TH STREET SW, WASHINGTON, DC. 20554

I am a late-deafened adult and a bilateral cochlear implant recipient. I love and appreciate technology. Prior to becoming deaf in 1999, I was an audiologist with normal hearing. I am still an audiologist and thanks to innovative products like InnoCaption, I am able to do my job.

The ability to pull out my cellphone and have a conversation with anyone else, like everyone else, puts me on a level playing field both professionally and personally. Though I receive good benefit from my cochlear implants, having captioning support running in the background gives me peace-of-mind for those times when I don't or mis-hear something.

I truly believe InnoCaption's technology stands out from the rest. Because they use live captioners who directly caption the conversation (they don't re-voice conversations which uses computer learning to transcribe the conversation), the text is more accurate and with less lag time compared to other products that I have used. As automatic speech recognition algorithms and technologies continue to develop and improve exponentially, I appreciate that InnoCaption is also exploring the best way to integrate this technology into their system. They constantly strive to improve their product and they take their customer feedback seriously. I am proud to recommend their products to my professional audiology peers as well as my personal peers who also are deaf or hard of hearing because I believe they are the best product.

I fully support InnoCaption's Waiver Request to freeze rates so that they can continue to innovate and support their loyal customer base who relies on their services.

Thank you very much for your consideration.

RESPECTFULLY,

A handwritten signature in black ink that reads "Tina Childress". The signature is written in a cursive, flowing style.

TINA CHILDRESS, AU.D., CCC-A
AUDIOLOGIST, ADVOCATE, BILATERAL COCHLEAR IMPLANT RECIPIENT